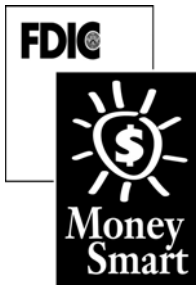


# Keep It Safe



## Participant Guide



Building: Knowledge, Security, Confidence

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**FDIC Financial Education Curriculum**

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## MONEY SMART MODULES

- **Bank On It**  
an introduction to bank services
- **Borrowing Basics**  
an introduction to credit
- **Check It Out**  
how to choose and keep a checking account
- **Money Matters**  
how to keep track of your money
- **Pay Yourself First**  
why you should save, save, save
- **Keep It Safe**  
your rights as a consumer
- **To Your Credit**  
how your credit history will affect your credit future
- **Charge It Right**  
how to make a credit card work for you
- **Loan to Own**  
know what you are borrowing before you buy
- **Your Own Home**  
what home ownership is all about



## **PRACTICE EXERCISE: DEPOSIT ACCOUNT LAWS AND REGULATIONS**

### **Purpose**

To help you identify whether you are protected by federal consumer protection laws and regulations.

### **Instructions**

- Read each scenario carefully.
- Use the description of laws and regulations on the next page to help you answer the questions.
- Be prepared to explain why you answered the questions the way you did.

### **Scenarios**

Mary is considering opening a bank account, and she asks for written information about the account.

Did Mary use a federal consumer protection law? If yes, which one?

---

The bank charges Chris an overdraft fee when he writes a check without sufficient funds in his account. This fee was listed on the fee schedule when he opened his account. Chris believes the bank should not require him to pay this amount.

Is Chris correct?

---

John deposits his paycheck into his checking account. He then tries to make a withdrawal from the ATM, only to discover that the money he just deposited is not available. John calls the bank and learns that his check is being held for 3 days. The bank never told John that checks he deposited would be held.

Was the bank required to notify John that his check was being held?

---

Theresa has been using her debit card to pay for groceries. One day while shopping, she could not find her debit card. Theresa immediately called her bank.

Is there a consumer protection law that protects Theresa?

---

# DEPOSIT-RELATED FEDERAL CONSUMER PROTECTION LAWS AND REGULATIONS

## **Truth in Savings Act (TISA)**

The Truth in Savings Act enables consumers to make informed decisions before opening a deposit account. Because of this law, banks must provide account information to consumers when they ask for it. The information needs to be clear and in writing, so consumers can use it to shop for the best account.

Some of the required information that a bank must give to consumers includes:

- Interest rate information.
- Balance requirements.
- Fee information.

If a consumer telephones a bank to ask for interest rates on deposit accounts, the bank must state the annual percentage yield (APY) that reflects the effects of compounding. Use the APY when making comparisons among different savings accounts.

## **Electronic Fund Transfer Act (EFTA)**

The Electronic Fund Transfer Act establishes rights, liabilities, and responsibilities of customers who use electronic fund transfer services and the banks that offer these services.

Electronic fund transfer services include the use of automated teller machines (ATMs), debit cards, and telephone or computer transactions.

EFTA requires financial institutions to limit consumer liability if ATM cards are lost or stolen and protects consumers against electronic transfer errors.

## **Expedited Funds Availability Act (EFAA)**

The Expedited Funds Availability Act limits the amount of time a bank can hold a check deposited into a checking account.

## **FDIC deposit insurance regulations**

FDIC insurance protects your money if the bank fails. However, the FDIC does not insure non-deposit investment products such as stocks, bonds, mutual funds, and annuities.

## NON-DEPOSIT INVESTMENT PRODUCTS

Some banks sell non-deposit investments products (such as mutual funds, annuities, and stocks). Since these products are not insured by the FDIC, keep the following tips in mind to protect your money.

### How to protect yourself

- Before investing in non-deposit products, have enough emergency money in a savings or other readily accessible account to support you and your family for 2 to 6 months. Do not use this money to buy investment products.
- Never invest in a product you do not understand.
- Be sure you have enough information before making an investment. Ask questions until you are satisfied.
- Investments always have some degree of risk. Understand the risks before investing.
- Be sure your sales representative knows your financial objectives and risk tolerance.

Find out more about your registered sales representative or broker/dealer by calling the National Association of Securities Dealers (NASD) at 800-289-9999, or by visiting [www.nasd.com](http://www.nasd.com).

## WHAT LENDING LAWS PROTECT YOU?

### Instructions

- Read the scenario about Angela and answer the questions.
- Use the descriptions of the lending laws on page 8 to help you answer the questions.

### Scenario

Angela is a 43-year-old woman who is divorced, has two children, and is working part-time. She wants to apply for a loan, but is not sure she will get one because she is not married. She does not realize that there is a law that protects her from discrimination based on her marital status.

What law protects Angela from discrimination based on marital status?

---

Angela decides to go ahead and apply for the loan. But first, she wants to shop around for the best loan, so she will need information about how much the loan will cost.

What law requires lenders to tell Angela how much it costs to borrow money?

---

Angela learns that the best way to compare loan costs is to use the annual percentage rate (APR). She finds out that it reflects interest plus other loan fees. She notices that the APR is listed in big, bold print on the disclosures she received from several banks.

Angela wants to borrow \$5,000. At one bank, the APR is 12 percent and the finance charge is \$600.00.

What is the total amount that Angela would have to pay back on this loan?

---

Now Angela knows how to compare costs by looking at the APRs. She finds a bank that has the best APR and begins the loan application process.

Angela sits down with the lender to discuss her application. The lender asks Angela why she got divorced. Angela does not feel comfortable answering this question. She asks the lender what her divorce has to do with her loan application. The lender tells her that they would prefer to lend money to a husband and wife because they are better able to repay the loan.

Did the lender break a lending law in asking about Angela's divorce? \_\_\_\_\_

If yes, which law? \_\_\_\_\_

## WHAT LENDING LAWS PROTECT YOU? (Continued)

A few weeks later, Angela learned that she was denied the loan. Here is the letter she received:

| SAMPLE NOTICE OF ACTION TAKEN AND STATEMENT OF REASONS   |   |
|--|---|
| Date   |   |
| Dear Applicant:  |   |
| Thank you for your recent application. Your request for a loan was carefully considered, and we regret that we are unable to approve your application at this time, for the following reasons:   |   |
| Your Income  | <input checked="" type="checkbox"/> is below our minimum requirement.<br><input type="checkbox"/> is insufficient to sustain payments on the amount of credit requested.<br><input type="checkbox"/> could not be verified.                         |
| Your Employment  | <input type="checkbox"/> is not of sufficient length to qualify.<br><input type="checkbox"/> could not be verified.   |
| Your Credit History  | <input checked="" type="checkbox"/> of making payments on time was not satisfactory.<br><input type="checkbox"/> could not be verified.   |
| Your Application   | <input type="checkbox"/> lacks a sufficient number of credit references.<br><input type="checkbox"/> lacks acceptable types of credit references.<br><input type="checkbox"/> reveals that current obligations are excessive in relation to income. |
| Other:   | <input type="checkbox"/>  |
| The consumer reporting agency that provided information that influenced our decision in whole or in part was [name, address and toll-free telephone number of the reporting agency]. The reporting agency is unable to supply specific reasons why we have denied credit to you. You do, however, have a right under the Fair Credit Reporting Act to know the information contained in your credit file. You also have a right to a free copy of your report from the reporting agency, if you request it no later than 60 days after you receive this notice. In addition, if you find that any information contained in the report you receive is inaccurate or incomplete, you have the right to dispute the matter with the reporting agency. Any questions regarding such information should be directed to the consumer reporting agency. |   |
| If you have any questions regarding this letter, you should contact us at [creditor's name, address, and telephone number].  |   |
| NOTICE: The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant is enrolled in a public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The Federal agency that administers compliance with this law concerning this creditor is the FDIC, 2345 Grand Avenue, Suite 100; Kansas City, Missouri 64108.   |   |

The first thing Angela did was contact the credit reporting agency to get a copy of her credit report.

Which law allows Angela to do this?

---

## WHAT LENDING LAWS PROTECT YOU? (Continued)

Angela found nothing in her credit report to indicate that she had ever missed making payments on her bills. She believes she was denied the loan based on her marital status.

Which law could help Angela if she has been discriminated against?

---

What should she do?

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---

---

It was determined that Angela was discriminated against. The decision to deny her the loan was reversed. Angela now has the loan.

Later in the year, Angela got behind on her credit card payments. She started getting calls at work from a collection agency about her past-due payments. A law could allow Angela to tell the collection agency to stop calling her at work.

Which law is this?

---

Shortly after Angela got caught up on her payments, she noticed that she was charged twice for her \$150 purchase at the department store.

What law protects Angela when creditors make billing errors?

---



## WHAT LENDING LAWS PROTECT YOU? (Continued)

Angela decides to make a written complaint to her credit card company. Her complaint letter looks something like the one below. Note that some credit card companies include a form on the back of your periodic statement that you can use instead of sending a letter.

|  |   |
|--|---|
|  | Your Name<br>Your Address<br>Your City, State, Zip Code<br>Date |
| Name of Title Contact Persons (if available)<br>Consumer Complaint Division (if you have no contact person)<br>Bank of Anytown<br>Street Address<br>City, State, Zip Code  |   |
| RE: Account # XYZ-123  |   |
| Dear (Contact Person):   |   |
| On (date), I bought a \$150 item at (name of department store). I was reviewing my credit card statement and I noticed I was billed twice for the same item.   |   |
| To resolve this problem, I would appreciate your crediting my account for \$150. Enclosed is a copy of my receipt.   |   |
| I look forward to your reply and a resolution to my problem, and anticipate hearing from you before (set a time limit). Please contact me at the address above or by phone (day and evening numbers with area code). |   |
| Sincerely  |   |
| Your Name  |   |
| Enclosures   |   |
| Cc: (reference the person to whom you are sending a copy of this letter, if anyone)  |   |

How long does the credit card company have to respond to Angela's letter?

\_\_\_\_\_

## LENDING LAWS

### TRUTH IN LENDING ACT

#### Before applying for a loan:

The Truth in Lending Act (TILA) requires lenders to disclose the total cost of your loan, including the finance charge and the APR. In addition, it gives consumers the right to cancel certain types of home loans within 3 days.

A Truth in Lending disclosure will include the following information.

| <b>Annual Percentage Rate</b>                             | <b>Finance Charge</b>                       | <b>Amount Financed</b>                                  | <b>Total Payment</b>   |
|---|---|---|--|
| The yearly cost of your credit expressed as a percentage. | The dollar amount the credit will cost you. | The amount of credit provided to you or on your behalf. | The total amount you will have paid when you have made all scheduled payments. |
| <b>12%</b>  | <b>\$600.00</b>                             | <b>\$5,000</b>  | <b>\$5,600.00</b>  |

### EQUAL CREDIT OPPORTUNITY ACT

#### Before applying for a loan:

The Equal Credit Opportunity Act (ECOA) protects consumer rights throughout all stages of the loan process. ECOA promotes the availability of credit to all creditworthy applicants without regard to the factors (also called *prohibited bases*) listed below. For example, lenders cannot discourage you from applying for a loan or deny your application based on these factors:

- Race.
- Color.
- Religion.
- National origin.
- Sex.
- Marital status.
- Age.
- Receipt of public assistance income.
- Exercise of rights under the Consumer Credit Protection Act (Example: You cannot be denied a loan because you have filed a complaint against the bank.)

#### During the loan application process:

ECOA restricts the lender from requesting certain information during the loan application process. In general, the lender may not ask:

## LENDING LAWS (Continued)

- For information about a spouse or former spouse unless your spouse is applying with you. If you are jointly applying or if the loan is secured, the lender may ask your marital status, but may only use the terms married, unmarried, and separated. If you do not qualify on your own, lenders may require a cosigner or guarantor, but may not require that it be your spouse.

**Note:** If you live in a community property state, a lender may request information concerning your spouse. Arizona, California, Idaho, Louisiana, Nevada, New Mexico, Texas, Washington, and Wisconsin are community property states, as is Puerto Rico.

- For income derived from alimony or child support unless you want it considered as part of your income. The lender cannot discount or refuse to consider consistent part-time income, annuities, pensions, alimony, or child support payments.
- About birth control practices or intentions of having children. However, a lender may ask about the number and ages of your dependents.
- About whether you are male or female. Courtesy titles (Mr., Mrs., Miss, Ms.) may be requested, but these are optional.
- For your race, color, religion, or national origin.

**Note:** In most cases, lenders cannot request the information above. However, for certain home loans, lenders must collect some of the information (race, sex, marital status, and age).

The lender must notify you in writing, within 30 days of the date of the loan application, if you have been approved or denied the loan. If you are denied, the notice will contain:

- The name and address of the lender.
- The name and address of the federal agency you can contact if you feel you have been discriminated against.
- Either a statement of the specific reasons for denial or a notice that you may request the specific reasons for your denial.

### FAIR CREDIT REPORTING ACT

#### **During the loan application process:**

The Fair Credit Reporting Act (FCRA) requires that the lender notify you if you are denied a loan or credit because of information in your credit report. This notice is usually combined with the notice denying the loan or credit. The FCRA notice should contain:

- The name, address, and telephone number of the credit reporting agency that provided the credit report to the lender.

## LENDING LAWS (Continued)

- A statement that the credit reporting agency did not make the decision to deny your application.
- A notice of your right to obtain a free copy of your credit report within 60 days of receiving the notice.
- A notice of your right to dispute the information in your credit report.

The Money Smart module To Your Credit covers credit reports and how to correct inaccurate information.

### FAIR DEBT COLLECTION PRACTICES ACT

#### After you get your loan:

The Fair Debt Collection Practices Act (FDCPA) helps eliminate abusive debt collection practices. Under this law, debt collectors other than your creditor cannot:

- Contact you at any unusual time or place.
- Contact you at work if you have informed them not to call you there.
- Use threat of violence or other criminal means to harm you or your property.
- Call you with the intent to annoy, abuse, or harass you.
- Call you without identifying themselves.
- Use deceptive or misleading methods to collect debt.

If you feel the FDCPA has been violated, contact the appropriate federal regulatory agency. These agencies are listed in this Participant Guide under *Resource List*.

### FAIR CREDIT BILLING ACT

#### After you get your loan:

The Fair Credit Billing Act (FCBA) requires creditors to promptly credit payments and correct billing mistakes for open-ended accounts such as credit cards. It also allows you to withhold payments on defective goods. (Note: The Electronic Fund Transfer Act and the Truth in Lending Act also have methods for correcting billing errors.)

Examples of billing errors include:

- A charge for something you did not buy.
- A charge that is different from the actual purchase price.
- An error in math (e.g., the total does not add up, or an interest miscalculation).

If you think there is an error on your bill you should, within 60 days of receipt of your incorrect bill, notify your creditor in writing and keep a copy of the letter. You should always include your name, account number, and what you believe is the error.

The lender is required to acknowledge your letter within 30 days. Within two billing cycles (no longer than 90 days), the lender must either correct the problem or explain why it believes the bill is correct.

## RESOLVING COMPLAINTS BY WRITING TO THE REGULATORS

If you have written a letter to the bank that does not produce desired results, you can write to the bank's regulator for assistance. Sometimes that means writing to the FDIC. Like the complaint letter on the last page, include the following information to help the regulators investigate your complaint:

1. State the problem briefly in a letter. Explain what occurred and how you would like to see the matter resolved.
2. Include your full name, address, and daytime and evening telephone numbers with area codes.
3. Provide the complete name and address of the financial institution, along with the names of employees who have worked with you on the problem.
4. Include pertinent account information, such as account numbers and the type of product you have (checking account, savings account, home equity loan, or home loan).
5. Include important dates, such as the date a transaction took place or the date you contacted the financial institution about your problem.
6. Send copies of documents that may help explain your problem. Keep the original documents.
7. Sign and date your letter.

## ADDITIONAL LENDING LAWS

### **Servicemembers' Civil Relief Act**

The Servicemembers Civil Relief Act (SCRA) provides important legal rights to active-duty military members and reservists or members of the National Guard called to active duty and, in limited situations, dependents of military members (e.g., in certain eviction actions). The act provides protection pertaining to civil judicial proceedings, residential rentals, mortgage loans, consumer loans, and credit card interest rates.

For example, the interest rate on loans a service member received before entering active-duty status is capped at 6 percent if the service member's military service materially affects his or her ability to pay.

In addition, a service member on active duty may be able to successfully ask a court to postpone civil or administrative hearings that the service member is unable to attend due to his or her military duties.

The act also provides protection in the event of a foreclosure or repossession that occurs during active duty service. If you claim such eligibility under the SCRA, notify your creditors by phone and in writing (attach a copy of your orders) and visit your local military installation's servicing legal office for assistance with any specific questions concerning your rights under the act.

### **Real Estate Settlement Procedures Act**

The Real Estate Settlement Procedures Act (RESPA) requires that lenders provide you with accurate and timely disclosures of the costs of settlement, such as loan origination fees (points), broker's commissions, and title charges. RESPA was designed to prevent abusive practices such as kickbacks for loan referrals.

### **Fair Housing Act**

The Fair Housing Act (FHA) prohibits discrimination on the basis of race, color, religion, sex, national origin, familial status (including children under the age of 18 living with parents or legal custodians, pregnant women, and people securing custody of children under the age of 18), or handicap (disability), in housing-related transactions.

### **Consumer Leasing Act**

The Consumer Leasing Act (CLA) requires clear disclosure of leasing terms so consumers can compare leases. Disclosures must be made before a lease is signed, and must be available for the consumer to keep.

## **SEVERAL INDICATORS OF POSSIBLE PREDATORY PAYDAY LENDING PRACTICES**

1. The company advertises terms that it does not actually offer.
2. You are not given disclosures listing terms such as the finance charge and APR.
3. There is no "cooling off" or waiting period between the time you repay a payday loan and the time you are allowed to obtain another loan.
4. You can get a payday loan even if you currently owe payday loans to other companies at the same time.
5. You can obtain as many payday loans as you want each year.
6. You can get a payday loan to finance unpaid interest and fees.
7. The company threatens to prosecute you criminally for writing a bad check even though it knew you had insufficient funds in your account to pay the check and you paid it a payday loan fee.

## INDICATORS OF PREDATORY MORTGAGE LENDING

### **Excessive Fees**

Points and fees are costs not directly reflected in interest rates. Because these costs can be financed, they are easy to disguise or downplay. On predatory loans, fees totaling more than 5 percent of the loan amount are common.

### **Abusive Prepayment Penalties**

Borrowers with higher interest subprime loans have a strong incentive to refinance as soon as their credit improves. However, most subprime mortgages carry a prepayment penalty – a fee for paying off a loan early. Be careful of prepayment penalties that last more than 3 years and/or cost more than 6 months' interest.

### **Kickbacks to Brokers (Yield Spread Premiums)**

When brokers deliver a loan with an inflated interest rate (i.e., higher than the rate acceptable to the lender), the lender often pays the broker a fee known as a "yield spread premium." This payment makes the loan more costly to the borrower. You can avoid this by shopping around for the best rate.

### **Loan Flipping**

A lender "flips" a loan by refinancing it several times within a short time frame to generate fee income without providing any net tangible benefit to the borrower. Flipping can quickly drain borrower equity and increase monthly payments – sometimes on homes that had been previously owned free of debt.

### **Unnecessary Products**

Sometimes borrowers may pay more than necessary because lenders sell and finance unnecessary insurance or other products along with the loan.

### **Asset-based Lending**

Predatory lenders may approve a loan based on the value of a customer's equity in the home instead of his or her ability to repay the loan. The lender may later encourage the customer to default so the lender can get ownership of the home.

### **Steering and Targeting**

Predatory lenders may steer borrowers into subprime mortgages, even when the borrowers could qualify for a less expensive, typical loan. Vulnerable borrowers may face aggressive sales tactics and sometimes outright fraud.





## PRACTICE EXERCISE: PREDATORY LENDING PRACTICES

### Instructions

- Read each scenario carefully.
- Identify the predatory lending practice the lender is using.
- Be prepared to support your answer.

### Scenarios

#### **Do You Need Cash Fast?**

Get an immediate payday loan from \$100 to \$1,000 in less than 24 hours!  
Borrow Against Your Next Paycheck! It's Easy to Qualify!  
No Credit Check Required! Apply Online! It's Never Been Easier!

It costs you less to get a payday loan than it does to pay overdraft fees when you bounce a check. The cost is far less than the price of losing your job if you can't get to work. The fees vary and are determined based on the information you provide on your application. It's emergency cash when you need it and that is exactly what cash advance loans are for. They save you the headache of being stuck in a bad spot between paydays. Your cash will be wired to your bank upon approval!

Repaying your loan is just as easy and convenient as securing the loan. The loan amount plus fees will be drafted from your bank account on your next payday. If you can't come up with all of the money, we will allow for a loan extension and deduct just the loan fee. When you are ready to repay, your loan plus fees will be deducted from your bank account.

If you cannot pay your cash advance back on your next payday, it's ok. We automatically renew loans for our online customers, so if you don't have the money in the bank, it's not a problem. We will deduct the fee from your bank account and you can pay your loan back including additional fees on your next payday. Don't worry – you can get as many payday loans each year as you want!

The Annual Percentage Rate (APR) on a 14-day loan is 780%, which is \$30.00 per every \$100.00 borrowed. Additional fees will apply if your loan is renewed.

What predatory lending practices are used in this payday loan offer?



## **PRACTICE EXERCISE: PREDATORY LENDING PRACTICES** (Continued)

Name the predatory mortgage lending practices in these scenarios:

Alice had \$10,000 in credit card debt when she got a letter offering to refinance her home. The lender never asked for her income. She soon regretted her decision to accept the offer. The \$40,000 subprime refinance loan she took out ballooned to \$65,000 almost immediately because of prepayment penalties and unanticipated fees.

Jim Smith, 68 years old, took out a mortgage loan on his home in the amount of \$20,334. His loan was refinanced six times in 6 years, bringing the final loan amount to nearly \$55,000. He paid for credit life insurance all six times, with each premium exceeding \$2,300.

Laid off after 29 years of working, Katherine Black was struggling. Although she had a part-time job working in the school cafeteria, she was not earning enough to pay her bills. When she received a call from a man who said he could help her come up with some cash, it seemed like the answer she had been waiting for. The man said he worked for a home improvement company and that he could find her a loan that would both pay for some remodeling on her house and leave enough cash to pay her bills.



## PRACTICE EXERCISE: PREDATORY LENDING PRACTICES (Continued)

What is wrong with this offer?

Dear Homeowner:

Do you want extra cash? **AAA Lender** can help you get the money you have been hoping for. Our free services have already helped thousands of homeowners get low interest loans to consolidate bills and get out of debt.

We are a top-rated professional referral agency and our mission is to provide homeowners like you with carefully selected lenders. We use the best network of affiliated mortgage banking companies in the country! We have hundreds of lenders across the United States ready to meet your needs.

**We can provide you with lenders who will loan you up to 125% of your home's value or \$100,000, even if you have no equity in your home or have a bad credit history!**

Best of all, our lenders offer the lowest interest rates available. They can set you up with an incredibly low monthly payment.

There are no upfront fees! This means you won't pay a dime, so you have absolutely nothing to lose!

Use the cash you receive from the loan for:

- Home improvements
- Credit card debt
- College tuition
- Dream vacation
- A new car
- Business start-up
- Or for whatever else you need!

Your loan can often be approved within 24 hours. You'll have the cash in your hands in 1 – 2 weeks.

You owe it to yourself to request a free loan evaluation. Call now and find out how easy it is. Act now! This is a limited time offer.

Sincerely,

AAA Lender

## HOW TO AVOID PREDATORY MORTGAGE LENDERS

- Pay your bills on time to ensure you have a good credit history. Make sure your credit history is accurate by reviewing your credit report every year.
- Be an informed consumer. Make sure to shop around for the best deal. If a lender is unwilling to give you the information you need to comparison shop, you probably do not want to do business with him or her.
- Ask friends, family, and credit counselors for advice. Take someone along with you when you talk to a lender.
- Take your time before deciding on the best loan or lender. Do not let lenders pressure you into a decision before you are ready.
- Be careful of lenders who tell you they do not care about your credit history or how much you earn. Many of these lenders charge higher interest rates and higher fees.
- Do not respond to advertisements that make lending sound cheap and easy.
- Be careful of offers to refinance your loan shortly after you just refinanced it. Make sure you really need the loan or the loan makes economic sense for you.
- Be careful of home improvement contractors that promise to get you a loan.
- Read and understand all documents before you sign them. Keep copies of what lenders give you.
- Most credit insurance is optional. Lenders cannot require you to purchase credit insurance from their company. There may be better alternatives to credit life insurance, such as a life insurance policy purchased separately.
- Ask if your mortgage has a balloon payment (most or all of the loan amount is due on a specific date). If so, make sure the terms make sense for you.
- Ask if your mortgage has a mandatory arbitration clause. If so, understand what it means for you.

If you think you are a victim of a predatory loan, contact your state's consumer protection division or an attorney. Many communities have legal offices that provide free legal services, called "pro bono" programs, to individuals with limited income. To find a local program, look in the community services pages of your phone book or look in the white pages under "Legal Services of..." or visit [www.abanet.org/legalservices/probono/](http://www.abanet.org/legalservices/probono/).

## WHAT TO DO IF YOUR WALLET OR PURSE IS LOST OR STOLEN

If your wallet or purse is lost or stolen, the Federal Trade Commission (FTC) suggests you:

- File a report with the police as soon as possible. Keep a copy of the report in case your bank or insurance company needs proof of the crime.
- Cancel your credit cards immediately. Get new cards with different numbers.
- Place a fraud alert on your credit report by calling any of the major credit reporting agencies:

Equifax: 800-525-6285

TransUnion: 800-680-7289

Experian: 888-397-3742

- Report the loss to your bank. You might want to open new checking and savings accounts and stop payment on any lost checks.
- Contact the major check verification companies to request that they notify stores that use their databases not to accept these checks. You can also ask your bank to notify the check verification service with which it does business. Two of the check verification companies that accept reports of check fraud directly from consumers are:

TeleCheck: 800-366-2425

Certegy: 800-437-5120

Get a new ATM card with a new number and password.

## ELDER FINANCIAL ABUSE

### **What is elder financial abuse?**

Elder financial abuse is using an elder's money or assets contrary to the elder's wishes, needs, or best interests, for the abuser's personal gain

### **What are examples of elder financial abuse?**

Elder financial abuse covers a wide range of activities, including:

- Taking money or property.
- Forging an older person's signature.
- Getting an older person to sign a deed, will, or power of attorney through deception, coercion, or undue influence.
- Using the older person's property or possessions without permission.
- Promising lifelong care in exchange for money or property and not following through on the promise.
- Committing confidence crimes ("cons") against older people, using deception to gain their confidence.
- Scamming older people through the use of fraudulent or deceptive acts.
- Committing fraud against older people through the use of deception, trickery, false pretence, or dishonest acts or statements for financial gain.
- Using telemarketing to commit scams against older people. Perpetrators call victims and use deception, scare tactics, or exaggerated claims to get them to send money. They may also make charges against victims' credit cards without authorization.

### **Who are the perpetrators of elder financial abuse?**

Family members, including children, grandchildren, or spouses. They may:

- Have substance abuse, gambling, or financial problems.
- Stand to inherit and feel justified in taking what they believe is "almost" or "rightfully" theirs.
- Fear that their older family member will get sick and use up his or her savings, depriving the abuser of an inheritance.
- Have had a negative relationship with the older person and feel a sense of "entitlement."
- Have negative feelings toward siblings or other family members whom they want to prevent from acquiring or inheriting the older person's assets.

## ELDER FINANCIAL ABUSE (Continued)

### Who is at risk?

The following conditions or factors increase an older person's risk of being victimized:

- Isolation.
- Loneliness.
- Recent losses.
- Physical or mental disabilities.
- Lack of familiarity with financial matters.
- Family members who are unemployed and/or have substance abuse problems.

### How can elders be made less of a target?

Here are some lifestyle factors that will help you assess if an elder is at risk for financial abuse:

- Does the elder live alone?
- Does the elder still drive? If so, he or she may be prone to crashes, or to being victimized by driving-related scams.
- Does the elder spend a lot of time on foot in public places? If so, he or she may be targeted by exploiters who search for elderly victims at places such as banks, stores, parks, malls, and libraries.
- How many local friends does the elder have?
- Does the elder have information about housing options, care choices, and support groups?
- Have the elder's outside activities decreased over the past few years?
- Does the elder have family members in the area? Do they maintain weekly contact?
- How many local friends does the elder have?
- Who regularly checks the status of the elder's bank accounts, charge or credit accounts, or investments?
- Where and from whom is the elder getting financial and medical advice?
- Who oversees the elder's power of attorney?
- Does the elder seek advice of fortunetellers or psychic advisors?
- Does the elder know when and how to call the police for emergencies and non-emergencies, such as suspicious persons?

## ELDER FINANCIAL ABUSE (Continued)

### **How can I be more careful in employing caregivers?**

Consider these factors when employing caregivers:

- Is the caregiver hired from a reputable agency?
- Have the caregiver's references been checked?
- Has a criminal background check been done on the caregiver?
- Are the elder's checks, credit cards, etc., locked up?
- Is there a written service agreement, signed by the caregiver and elder, specifying duties and pay?
- Is there a log of workers, hours, and salary payments?
- Is there a weekly review of caregiver expenses?

### **Where can I find out more about elder financial abuse?**

For more information, contact your state's Adult Protective Services department. You may also contact the U.S. Department of Health and Human Services' Elder Care Locator at [www.eldercare.gov](http://www.eldercare.gov) or 800-677-1116 for a referral to services in your community.



## WHAT DO YOU KNOW? – KEEP IT SAFE

Instructor: \_\_\_\_\_ Date: \_\_\_\_\_

This form will allow you and the instructors to see what you know about savings both before and after the training. Read each statement below. Please circle the number that shows how much you agree with each statement.

| I know:   | Before the Training |          |       |                | After the Training |          |       |                |
|---|---------------------|----------|-------|----------------|--------------------|----------|-------|----------------|
|   | Strongly Disagree   | Disagree | Agree | Strongly Agree | Strongly Disagree  | Disagree | Agree | Strongly Agree |
| 1. The laws and regulations that protect my deposits.                   | 1                   | 2        | 3     | 4              | 1                  | 2        | 3     | 4              |
| 2. The laws and regulations that protect me when applying for a loan.   | 1                   | 2        | 3     | 4              | 1                  | 2        | 3     | 4              |
| 3. How to guard against predatory lending practices and identity theft. | 1                   | 2        | 3     | 4              | 1                  | 2        | 3     | 4              |
| 4. What to do to be financially prepared for disasters.                 |                     |          |       |                |                    |          |       |                |

## EVALUATION FORM

This evaluation will allow you to assess your observations of the Keep It Safe module. Please indicate the degree to which you agree with each statement by circling the appropriate number.

| <p>1. Overall, I felt the module was:</p> <p style="padding-left: 40px;"><input type="checkbox"/> Excellent</p> <p style="padding-left: 40px;"><input type="checkbox"/> Very Good</p> <p style="padding-left: 40px;"><input type="checkbox"/> Good</p> <p style="padding-left: 40px;"><input type="checkbox"/> Fair</p> <p style="padding-left: 40px;"><input type="checkbox"/> Poor</p>   | <table border="1"> <thead> <tr> <th style="writing-mode: vertical-rl; transform: rotate(180deg);">Strongly Disagree</th> <th style="writing-mode: vertical-rl; transform: rotate(180deg);">Disagree</th> <th style="writing-mode: vertical-rl; transform: rotate(180deg);">Neutral</th> <th style="writing-mode: vertical-rl; transform: rotate(180deg);">Agree</th> <th style="writing-mode: vertical-rl; transform: rotate(180deg);">Strongly Agree</th> </tr> </thead> </table>   | Strongly Disagree | Disagree | Neutral        | Agree    | Strongly Agree |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|--|--|-------------------|----------|----------------|----------|----------------|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Strongly Disagree  | Disagree   | Neutral           | Agree    | Strongly Agree |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| <p>2. I achieved the following training objectives:</p> <p style="padding-left: 20px;">a. Identify the laws and regulations that protect my deposits.</p> <p style="padding-left: 20px;">b. Identify the laws and regulations that protect me when applying for a loan</p> <p style="padding-left: 20px;">c. Guard against predatory lending practices and identity theft</p> <p style="padding-left: 20px;">d. Describe how to be financially prepared for disasters</p> <p>3. The instructions were clear and easy to follow.</p> <p>4. The overheads were clear.</p> <p>5. The overheads enhanced my learning.</p> <p>6. The time allocation was correct for this module.</p> <p>7. The module included sufficient examples and exercises so that I will be able to apply these new skills.</p> <p>8. The instructor was knowledgeable and well prepared.</p> <p>9. The worksheets are valuable.</p> <p>10. I will use the worksheets again.</p> <p>11. The students had ample opportunity to exchange experiences and ideas.</p> | <table border="1"> <tbody> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td></tr> </tbody> </table> | 1                 | 2        | 3              | 4        | 5              | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 1  | 2  | 3                 | 4        | 5              |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| <p>12. My knowledge/skill level of the subject matter before taking the module.</p> <p>13. My knowledge/skill level of the subject matter upon completion of the module.</p>   | <table border="1"> <thead> <tr> <th colspan="3">None</th> <th colspan="3">Advanced</th> </tr> </thead> <tbody> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td> </tr> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td> </tr> </tbody> </table>   | None              |          |                | Advanced |                |   | 0 | 1 | 2 | 3 | 4 | 5 | 0 | 1 | 2 | 3 | 4 | 5 |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| None   |  |                   | Advanced |                |          |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 0  | 1  | 2                 | 3        | 4              | 5        |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| 0  | 1  | 2                 | 3        | 4              | 5        |                |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |

**Continued on next page ...**

## EVALUATION FORM (Continued)

### Instructor Rating

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Please use the response scale and circle the appropriate number.

| Response Scale:<br>5 Excellent<br>4 Very Good<br>3 Good<br>2 Fair<br>1 Poor | Name of Instructor |   |   |   |   |
|---|--------------------|---|---|---|---|
| Objectives were clear & attainable  | 5                  | 4 | 3 | 2 | 1 |
| Made the subject understandable   | 5                  | 4 | 3 | 2 | 1 |
| Encouraged questions  | 5                  | 4 | 3 | 2 | 1 |
| Had technical knowledge   | 5                  | 4 | 3 | 2 | 1 |

What was the most useful part of the training?

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What was the least useful part of the training?

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## **GLOSSARY**

### **Annual Privacy Notices**

Each financial company you have an ongoing relationship with – for example, the bank where you have a checking account, your credit card company, or a company that services your loan – must give you a notice of its privacy policy once a year.

### **Consumer Leasing Act (CLA)**

The Consumer Leasing Act requires clear disclosure of leasing terms so consumers can compare leases. Disclosures must be made before a lease is signed, and must be available for the consumer to keep.

### **Elder Financial Abuse**

Elder financial abuse involves using an elder's money or assets contrary to his or her wishes, needs, or best interests, for the abuser's personal gain.

### **Electronic Fund Transfer Act (EFTA)**

The Electronic Fund Transfer Act establishes rights, liabilities, and responsibilities of customers who use electronic fund transfer services and the banks that offer these services.

### **Equal Credit Opportunity Act (ECOA)**

The Equal Credit Opportunity Act (ECOA) protects consumer rights throughout the loan process. Lenders cannot discourage you from applying for loans based on certain characteristics. ECOA promotes the availability of credit to all creditworthy applicants without regard to race, color, religion, national origin, sex, marital status, age, or receipt of public assistance income, or exercise of rights under the Consumer Credit Protection Act.

### **Expedited Funds Availability Act (EFAA)**

The Expedited Funds Availability Act limits the amount of time a bank can hold a check deposited into your checking account.

### **Fair Credit Billing Act (FCBA)**

The Fair Credit Billing Act requires creditors to promptly credit payments and correct billing mistakes for open-ended accounts such as credit cards. It also allows you to withhold payments on defective goods.

### **Fair Credit Reporting Act (FCRA)**

If you are denied a loan or credit because of information in your credit report, the Fair Credit Reporting Act requires that the lender notify you of this. This notice is usually combined with the notice denying the loan or credit.

## **GLOSSARY (Continued)**

### **Fair Debt Collection Practices Act (FDCPA)**

The Fair Debt Collection Practices Act helps eliminate abusive debt collection practices such as contacting you at any unusual time or place; contacting you at work if you have informed a debt collector not to call you there; and using threats of violence or other criminal means to harm you or your property.

### **Fair Housing Act (FHA)**

The Fair Housing Act prohibits discrimination based on race, color, religion, sex, national origin, familial status, or handicap in housing-related transactions.

### **FDIC Deposit Insurance Regulations**

These regulations protect each depositor's money in the event a bank fails.

### **Identity Theft**

Identity theft (ID theft) is the act of stealing a person's identity in order to order new credit cards, make counterfeit cards or checks, or go on a spending spree in his or her name.

### **Initial Privacy Notice**

You will usually receive a privacy notice when you open an account or become a customer of a financial company. If you open an account over the phone, however, and you agree, the company may send you a notice at a later time.

### **Nondeposit Investment Products**

These are products such as stocks, bonds, and mutual funds that many banks sell. The FDIC does not insure these products.

### **Notice of Changes in Privacy Policies**

If a company changes its privacy policy, it will either send you a revised privacy notice or tell you about the changes in the company's next annual notice.

### **Opt Out**

Federal privacy laws give you the right to stop or "opt out" of some sharing of your personal financial information. These laws balance your right to privacy with financial companies' need to provide information for normal business purposes.

### **Payday Loan**

Payday loans are small cash advances, usually of \$500 or less. To get a loan, a borrower gives a payday lender a postdated personal check or an authorization for automatic withdrawal from the borrower's bank account. In return, the borrower receives cash, minus the lender's fees.

## **GLOSSARY (Continued)**

### **Predatory Lending**

Predatory lending occurs when companies offer loans and other products, using certain marketing tactics, collection practices, and loan terms that deceive and exploit borrowers.

### **Predatory Mortgage Lending**

Predatory mortgage lending occurs when a mortgage company or broker pushes unjustifiably expensive refinance or home equity loans on homeowners. Typically, the purpose of these loans is to finance home improvements or to consolidate debts.

### **Real Estate Settlement Procedures Act (RESPA)**

The Real Estate Settlement Procedures Act requires that lenders provide you with accurate and timely disclosures of the costs of settlement, such as loan origination fees (points), broker's commissions, and title charges. RESPA was designed to prevent abusive practices, such as kickbacks, for loan referrals.

### **Servicemembers' Civil Relief Act (SCRA)**

The Servicemembers' Civil Relief Act of 2003 is the successor to the Soldiers and Sailors' Civil Relief Act of 1940. It provides important legal rights to active duty military members and reservists or members of the National Guard called to active duty and, in limited situations, dependents of military members (e.g., certain eviction actions). The act provides protections pertaining to civil judicial proceedings, residential rentals, mortgage loans, consumer loans, and credit card interest rates.

### **Subprime Lending**

Subprime lending involves extending credit to borrowers who have a higher risk of defaulting on their loans than traditional bank customers because of past problems with credit.

### **Truth in Lending Act (TILA)**

The Truth in Lending Act requires lenders to disclose the total cost of your loan, including the finance charge and the annual percentage rate (APR). In addition, it gives consumers the right to cancel certain types of home loans within three days.

### **Truth in Savings Act (TISA)**

The Truth in Savings Act requires financial institutions to reveal or disclose the terms of consumer bank accounts.

## RESOURCE LIST

| <b>Federal Regulatory Agencies</b>   |   |
|--|---|
| <p>If your complaint or question concerns a state-chartered bank that is not a member of the Federal Reserve System, contact:</p> <p><b>Federal Deposit Insurance Corporation</b><br/>           Division of Compliance and Consumer Affairs<br/>           2345 Grand Boulevard, Suite 1200<br/>           Kansas City, Missouri 64108<br/>           1-877-ASK-FDIC (1-877-275-3342)<br/>           1-800-925-4618 (TDD)<br/>           For local calls, 202-736-0000<br/>           For a specific complaint or inquiry regarding a financial institution, complete the online form at:<br/> <a href="http://www.fdic.gov">www.fdic.gov</a></p> | <p>If your complaint or question concerns state banks that are members of the Federal Reserve System, contact:</p> <p><b>Federal Reserve Board</b><br/>           Division of Consumer and Community Affairs-MS 801<br/>           20<sup>th</sup> and C Streets, NW<br/>           Washington, DC 20551<br/>           202-452-3000</p> <p><a href="http://www.federalreserve.gov">www.federalreserve.gov</a></p>  |
| <p>If your questions or complaints concern a nationally chartered bank (National or N.A. will be part of the name), contact:</p> <p><b>Office of the Comptroller of the Currency</b><br/>           1301 McKinney Street<br/>           Suite 3450<br/>           Houston, TX 77010<br/>           1-800-613-6743<br/>           Email: <a href="mailto:Customer.Assistance@occ.treas.gov">Customer.Assistance@occ.treas.gov</a><br/>           Internet: <a href="http://www.occ.treas.gov">www.occ.treas.gov</a></p>   | <p>If your complaint or question concerns a Federal savings and loan (S&amp;L) or federally chartered savings banks (FSBs), contact:</p> <p><b>Office of Thrift Supervision</b><br/>           Office of Consumer Programs<br/>           1700 G Street, NW<br/>           Washington, DC 20552<br/>           1-800-842-6929<br/>           Email: <a href="mailto:consumer.complaint@ots.treas.gov">consumer.complaint@ots.treas.gov</a><br/>           Internet: <a href="http://www.ots.treas.gov">www.ots.treas.gov</a></p>  |
| <p>If your complaint or question concerns a federally chartered credit union, contact:</p> <p><b>National Credit Union Administration</b><br/>           1775 Duke Street<br/>           Alexandria, VA 22314-3428</p> <p>703-518-6300</p> <p>Internet: <a href="http://www.ncua.gov">www.ncua.gov</a></p>   | <p>For other questions and complaints, contact the Federal Trade Commission (FTC). The FTC cannot intervene in individual disputes, but the information you provide may indicate a pattern of possible law violations that require action.</p> <p><b>Federal Trade Commission</b><br/>           Consumer Response Center<br/>           600 Pennsylvania Avenue, NW<br/>           Washington, DC 20580<br/>           1-877-FTC-HELP (1-877-382-4357)<br/>           Internet: <a href="http://www.ftc.gov">www.ftc.gov</a></p> |
| <p>For fair housing complaints, contact:</p> <p><b>Department of Housing and Urban Development (HUD)</b><br/>           Office of Fair Housing and Equal Opportunity<br/>           451 Seventh Street, SW, Room 5100<br/>           Washington, DC 20410<br/>           1-800-669-9777<br/>           Internet: <a href="http://www.hud.gov">www.hud.gov</a></p>  | <p>Discrimination complaints against all kinds of creditors can be referred to:</p> <p><b>Department of Justice</b><br/>           Civil Rights Division<br/>           950 Pennsylvania Avenue, NW<br/>           Washington, DC 20530<br/>           202-514-2151<br/>           Internet: <a href="http://www.justice.gov/crt">www.justice.gov/crt</a></p>   |

## RESOURCE LIST (Continued)

### **U.S. Financial Literacy and Education Commission**

[www.mymoney.gov](http://www.mymoney.gov)

MyMoney.gov is the Federal Government's Website dedicated to teaching all Americans the basics about financial education.

Whether you are planning to buy a home, balancing your checkbook, or investing in your 401k, the resources on MyMoney.gov can help you.

Throughout the site you will find important information from 20 federal agencies government wide.

### **Go Direct**

[www.GoDirect.org](http://www.GoDirect.org)

1-800-333-1795

To sign up for direct deposit of your Social Security or Supplemental Security Income payments quickly and easily, contact **Go Direct**, a direct deposit campaign sponsored by the U.S. Department of the Treasury and the Federal Reserve Banks.

### **Federal Consumer Information Center (FCIC)**

[www.pueblo.gsa.gov](http://www.pueblo.gsa.gov)

800-688-9889

The Federal Consumer Information Center (FCIC) provides free online consumer information to help the public. The FCIC produces the Consumer Action Handbook, which is designed to help citizens find the best sources for assistance with their consumer problems and questions.

### **Other Federal Resources**

[www.firstgov.gov](http://www.firstgov.gov)

[www.consumer.gov](http://www.consumer.gov)

### **National Association of Securities Dealers**

[www.nasd.com](http://www.nasd.com)

1-800-289-9999

The National Association of Securities Dealers provides information about registered securities brokers to help you decide whether to do business with them.